

PHILIP MORRIS U.S.A.
INTEROFFICE CORRESPONDENCE
Richmond, Virginia

To: Distribution

Date: June 11, 1997

From: Susan Laffoon

Subject: Martin Goffman References

On June 10, LIMS Team members, Jeff Sampson, John Wickham, Chris Ament and Susan Laffoon held telephone conferences with two of Martin Goffman's previous customers.

Betsy Kelly
Hoechst Celanese
Robert L. Mitchell Technical Center
86 Morris Avenue
Summit, NJ 07901

Project scope: Provide a LIMS to accommodate 100 customers and 10 to 12 operators performing physical and thermal analyses, requiring both manual and electronic data entry.

Consultant services: Reviewed and finalized the request for proposals (RFP), assisted with selection of vendors to receive RFP, assisted with evaluation of vendor demonstrations, and provided an implementation timeline.

Project status: Vendor demos have been completed and the team is in the process of selecting a system.

Al Airone
Philadelphia Water Department
1500 E. Hunting Park Avenue
Philadelphia, PA 19124

Project scope: Provide a LIMS to accommodate 100 users and a laboratory complex testing water, waste water and materials (50,000 samples/year and 150,000 tests/year). Provide electronic and manual data entry. Instrumentation included GC, MSD, ICP, AA flame, AA furnace and physical testing equipment.

Consultant services: Assisted the team in defining the project requirements, conducted focus groups (JAD sessions), prepared the RFP, and assisted with vendor selection.

Project status: LabVantage Solutions system was selected, and will be installed in 1997.

Summarized below are comments from Betsy Kelly and Al Airone:

Martin Goffman provided the structure and focus required to define the specific requirements for the RFP. He helped identify issues or procedures that later resulted in process improvements. His extensive knowledge of vendors and their systems, provided critical information that was not

generally available, and enabled the teams to direct probing questions to the vendors. He was personable and worked efficiently with the LIMS teams and focus groups. His process met expectations, and he completed his tasks on time and within the budget. He was easily accessible for questions when not on site, and has continued to follow up periodically after completion of his tasks. Both customers evaluated their LIMS projects as successful. Considering the larger scope of PM's LIMS project, both references recommended the use of a consultant.

Distribution:

Ament, C.
Carmines, E.
Good, B.
Lipps, R.
Lisbon, D.
Logan, F.
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